# Notice of References Cited

Application/Control No. 09/480,589	Applicant(s)/Patent Under Reexamination RUPPELT ET AL.		
Examiner	Art Unit		
Beth Van Doren	3623	Page 1 of 2	

## **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-5,960,406	09-1999	Rasansky et al.	705/9
	В	US-6,311,162	10-2001	Reichwein et al.	705/1
	O	US-			
	D	US-			
	E	US-			
	F	US-			7
	G	US-			
	Н	US-			
	ı	US-			
	J	US-	<u> </u>		
	к	US-			-
	Ļ	US-			
	М	US-			

### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	P					
	α					
	R					
	s					
	Т					

### **NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Customer Support System, www.circuitcity.com, 04/29/1998 [retrieved 10/15/04], pages 1-35, retrieved from: google.com and archive.org.
	V	Whirpool, "Appliance Corner", www.whirlpoolcorp.com, 10/18/2000 [retrieved 10/06/04], pages 1-14, retrieved from: google.com and archive.org.
	w	Sears HomeCentral, www.sear.com, 05/08/1999 [retrieved 10/05/04], pages 1-5, retrieved from: google.com and archive.org.
	х	"House Calls are extending sales", Los Angeles Times, 08/23/1995 [retrieved 10/06/04], pages 1-3, retrieved from: Proquest Direct.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

# Notice of References Cited Application/Control No. O9/480,589 RUPPELT ET AL. Examiner Beth Van Doren Applicant(s)/Patent Under Reexamination RUPPELT ET AL. Page 2 of 2

### **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-			
	В	US-			-
	С	US-			
	D	US-			
	É	US-			
	F	US-			
	G	US-			
	Н	US-			
	1	US-			
	J	US-			-
	к	US-			
	L	US-			
	М	US-			-

### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	Z					
	0					
	Р					
	σ					
	R					
	S					
	T					

### **NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Nevin, Fred, "Appliance Services Pad the Sale", Dealerscope Consumer Electronics Marketplace, 04/1996 [retrieved 10/06/04], Vol. 38, Iss. 4, pages 1-2, retrieved from: Proquest Direct.
	٧	Ladendorf, Kirk, "Need Help? MaxServ answers the Calls", Austin American Statesman, 01/02/1993 [retrieved 10/06/04], pages 1-2, retrieved from: Proquest Direct.
	w	Totty, Michael, "As Big Firms Farm Out", Wall Street Journal, 07/30/1993 [retrieved 10/06/04], pages 1-2, retrieved from: Proquest Direct.
19	×	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.